

# West Moors Group Practice

## Patient Survey Results

We have based this survey on the recent GP national survey and asked patients to give their honest answers to the questions. The survey was anonymous. 59 surveys were returned.

1. How easy do you find it to get through on the telephone?

- Very easy 37%
- Fairly easy 41%
- Not very easy 15%
- Not at all easy 2%
- No answer 5%

Comments:

We are aware of problems with our telephone system and plan to replace the current system with a new one when the contract expires.

2. How helpful do you find the receptionists at the practice?

- Very helpful 88%
- Fairly helpful 12%
- Not very helpful
- Not at all helpful

Comments:

Well done to our reception team, they do a difficult job in very good humour.

3. How happy are you with the appointment times available?

- Very happy 34%
- Fairly happy 49%
- Not very happy 17%
- Not at all happy

Comments:

We are continually reviewing our appointment system to reduce the waiting time for routine appointments. After a few months of not having the full compliment of GPs we are now fully staffed again and hope to improve the waiting time. Please remember if you need to see a GP urgently, we have the "sudden and serious" telephone list for on the day contact.

4. Do you get to see or speak to your preferred GP when you would like to?

- Always 19%
- A lot of the time 44%
- Some of the time 29%
- Never 1%
- No Answer 7%

Comments:

Whilst we encourage you to see one Dr for continuity of care, it is not always possible to achieve this as Drs do have days off and holidays.

5. Were you happy with the choice of appointments offered the last time you tried to make an appointment?

- Very happy 37%
- Happy 54%
- Not very happy 7%
- Not at all happy
- No answer given 2%

Comments:

The majority of patients are happy with the choice of appointments offered.

6. When attending your last appointment, how long did you have to wait to see the healthcare professional?

- Less than 5 minutes 7%
- 5-15 minutes 63%
- 15-30 minutes 28%
- Longer than 30 minutes 1%
- No answer given 1%

Comments:

Many patients commented that they do not mind having to wait for their appointment as they realise that some patients require more time with a clinician than others and also realise that they might be that patient one day.

7. Was the healthcare professional you saw at your last appointment good at giving you enough time?

- Very good 64%
- Good 32%
- Poor
- Very poor
- No answer 4%

8. Was the healthcare professional you saw or spoke to at your last appointment good at listening to you?

- Very good 81%
- Good 15%
- Poor
- Very poor
- No answer 4%

9. Was the healthcare professional you saw or spoke to at your last appointment good at treating you with care and concern?

- Very good 78%
- Good 19%
- Poor
- Very Poor
- No answer 3%

10. At your last appointment were you involved in decisions about your care and treatment as much as you wanted to be?

- Yes definitely 66%
- Yes, to a large extent 25%
- Yes, to some extent 5%
- No not at all 2%
- No answer 2%

11. At your last appointment did you have confidence and trust in the healthcare professional that you saw or spoke to?

- Yes definitely 81%
- Yes, to a large extent 15%
- Yes, to some extent 4%
- No not at all

12. Overall, how would you describe your experience of West Moors Group Practice

- Very good 70%
- Good 30%
- Poor
- Very poor

Comments:

We are delighted that 100% of patients who completed the survey are happy with the care and service they receive at West Moors Group Practice.